



DEPARTMENT OF THE NAVY
NAVAL TRAINING CENTER
2601A PAUL JONES ST
GREAT LAKES, ILLINOIS 60088-5000

NTCGLAKESINST 1754.2C
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JUN 01 1998

NTC GREAT LAKES (SIMPLEX) INSTRUCTION 1754.2C

From: Commander, Naval Training Center, Great Lakes

Subj: NAVAL TRAINING CENTER GREAT LAKES SPONSOR PROGRAM

Ref: (a) OPNAVINST 1740.3
(b) MILPERSMAN 1810580

Encl: (1) Sponsor Assignment Matrix
(2) Sponsor Assignment Notification
(3) Sponsor Guide
(4) Sponsor Checklist
(5) Command Welcome Aboard Letter (Enlisted)
(6) NTC Great Lakes Navy Sponsor Program Questionnaire
(NTC- GL 1754/1)
(7) OMBUDSMAN Letter

1. Purpose. The purpose of this instruction is to establish an effective Navy Sponsor Program for Naval Training Center (NTC), Great Lakes and provide policy and guidance for its continued effectiveness.

2. Cancellation. NTCGLAKESINST 1754.2B

3. Scope. This instruction is applicable to all NTC Great Lakes prospective gains regardless of rank, rate, last duty assignment, type of transfer or reason for transfer.

4. Background. A Permanent Change of Station (PCS) move can prove to be a difficult, even traumatic experience for Navy personnel and their families. The search for adequate housing and schools that meet family needs, coupled with reporting to a new command, can prove difficult and frustrating. A well-managed command sponsor program eliminates many of the difficulties and apprehensions normally associated with a PCS move. An effective program not only eliminates difficulties for the member, but also enhances mission accomplishments. The welfare and morale of Navy personnel and their families are essential factors which influence career motivation.

5. Responsibility.

a. The Command Master Chief (CMC) is responsible for the overall effectiveness of the NTC Sponsor Program. The Sponsor Coordinator will manage and ensure that it meets at a minimum, the requirements of references (a) and (b).

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b. Department Heads/Special Assistants are responsible for ensuring they and their personnel fully support the program. Department Heads will ensure that the personnel they select to serve as sponsors are exceptional Navy members who fully understand the importance of the program, their responsibilities and are capable and willing to carry them out.

6. Action

a. Department Heads will:

(1) Assign in writing, using enclosure (1), personnel in their departments who will act as sponsors and submit assignment matrix to the Sponsor Coordinator. In selecting a sponsor the following must be considered:

(a) Rank: Prospective sponsor should be of equivalent rank. As a minimum, select E-5 personnel to sponsor all E-5's and below. In the event this cannot be accomplished an E-5 can sponsor an E-6.

(b) Familiarity. Prospective sponsor should be familiar with the Naval Training Center (NTC), Recruit Training Command and surrounding facilities.

(c) Availability. Prospective sponsor should be available to provide assistance during the first few days/months after individual's arrival. The assigned sponsor will not be detaching or retiring within 12 months of arrival.

(d) Willingness. Prospective sponsor should be willing to do more than the minimum to ensure that the newly reporting personnel experience a smooth transition into the command/area.

(e) Marital Status. If possible, assign a sponsor of the same marital status as the prospective gain.

(f) Attitude. Personnel selected as sponsors must have a positive attitude about the command and the area.

(2) Ensure member designated as a sponsor completes the formal sponsor training. Sponsor training will be held at the Family Service Center and is scheduled with the Sponsor Coordinator.

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b. The Manpower Office will:

(1) Upon receipt of prospective gain orders, determine, then recommend to the Assistant Chief of Staff, Department assignment.

(2) A copy of the orders will be forwarded to Sponsor Coordinator.

c. The Sponsorship Coordinator will:

(1) Ensure all assigned sponsors attend formal, documented training at the Family Service Center.

(2) Maintain a current list of sponsors who have received formal training and ensure only those personnel are assigned as sponsors.

(3) Maintain a command file of prospective gain orders and related correspondence.

(4) Contact the prospective gain via telephone to inform him/her that we have received notification of orders and answer any immediate questions member may have.

(5) Upon identification of sponsors, prepare a Welcome Aboard Letter, enclosure (5), and forward with a Welcome Aboard package and OMBUDSMAN letter, if applicable, to the prospective gain.

(6) Forward Sponsor Assignment Notification, enclosure (2); and Sponsor Guide, enclosure (3), to cognizant department.

(7) Send a Welcome Aboard message vice a package if the prospective gain is on short notice orders (detaches within 30 days of orders receipt) or it is questionable whether or not a package can reach the individual prior to transfer.

(8) Ensure Admin Office gets engraving request for a name tag for the prospective gain.

(9) Keep cognizant department advised on prospective gain's status, i.e. standard order modification or cancellation.

(10) Ensure those personnel who have arrived at NTC (Simplex), for whom no prior notice was received, are assigned a sponsor to assist them in their transition.

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d. OMBUDSMAN shall:

(1) Write a letter of introduction and offer assistance to military members with spouse, if needed.

7. Evaluation

a. During the command check-in process, newly reporting personnel will be given an NTC Great Lakes Sponsor Program Evaluation form, (Enclosure (6)), by the Sponsor Coordinator. Feedback from the evaluation forms will be used as an internal means to continuously monitor and evaluate Sponsor Program effectiveness.

b. All completed evaluation forms will be routed to the CMC. The CMC will then route the evaluation forms to the cognizant Department Head for action required.

8. Forms. NTC Great Lakes Navy Sponsor Program Evaluation form will be procured and maintained by the Sponsor Coordinator.


KEVIN P GREEN

Distribution:
NTCGLAKESINST 5216.5M
LIST I

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SPONSOR ASSIGNMENT MATRIX

TR/OPS				
PAYGRADE	Married Male	Married Female	Single Male	Single Female
E-6	3	3	3	3
E-5	3	3	3	3
SECURITY				
E-6	1	1	1	1
E-5	1	1	1	1
ADMIN				
E-6 or E-5	1	1	1	1
CHAPLAIN				
E-6 or E-5	1	1	1	1
Maintenance				
E-6 or E-5	1	1	1	1
PCF				
E-6 or E-5	1	1	1	1

** - BQ and CLOTHING ISSUE will assign (1) E-5 or E-6 Male or Female as a Sponsor.

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MEMORANDUM for _____

Subj: SPONSOR ASSIGNMENT NOTIFICATION

Ref: (a) NTCGLAKESINST 1754.2C

Encl: (1) Sponsor Guide

1. In accordance with reference (a), you have been selected as the sponsor for _____ who is directed to report not later than _____.

2. _____ is reporting from _____ and his/her command phone number is: _____

Mailing address is:

3. Please call him/her immediately using an official command telephone and write him/her a personal letter within five (5) days. Enclosure (3) is provided to assist you in performing your duties as a sponsor and to ensure _____ has a smooth transition into NTC Great Lakes.

4. Remember, you play a vital role in his/her first impression of our command.

Enclosure (2)

NAVAL TRAINING CENTER SPONSOR PROGRAM GUIDE

The success of the Naval Training Center, Great Lakes Sponsor Program depends on the personnel who serve as sponsors. You, as a sponsor, have been selected because your department believes you will ensure that _____ transition into the command will be made as enjoyable as possible. To assist you, the following information/guidance is provided:

1. Pre-arrival

a. Thoroughly familiarize yourself with the command's Sponsor Program. If you have any questions, contact the Sponsor Coordinator, Extension 4527/3182.

b. Draw on your own experience as a newcomer. Be the type of sponsor you want at your next duty station.

c. Ask other personnel in your department for suggestions and advice.

d. Contact the person you are sponsoring. This is considered an official call. You may use a command telephone, to make initial contact.

e. In addition to the Command's Welcome Aboard Letter, write a personal letter to welcome him/her to the Command and assure him/her you are available to provide assistance.

f. Ensure you provide:

(1) Your address.

(2) Your telephone number.

(3) Your work number.

(4) A copy of the local newspaper, including real estate and employment section.

(5) Any other information you feel will be helpful, particularly if the member is totally unfamiliar with the Great Lakes area.

2. Ensure you inquire

a. About marital status, number of dependents. (Invite your spouse to correspond with the new member's spouse.)

b. If temporary lodging is required.

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c. If arriving by commercial transportation; the date and time of arrival; and whether transportation from commercial terminal to the base is required.

d. If there are any special requirements.

3. Arrival

a. Consider the following:

(1) Meet incoming individual and/or family at Bldg. 1 Admin Office.

(2) Accompany them to temporary lodging (including BQ, if unaccompanied).

(3) Assist in finding a place to eat.

(4) Furnish base and local-area maps.

(5) Ensure member has necessary information to contact you.

(6) Assist with check-in process.

(7) Provide a tour of base and point out base facilities; exchange, commissary, post office and MWR.

(8) Make introductions in division/department.

(9) Be as helpful as possible. (Remember the feelings of confusion you felt when you first reported.)

4. Post-Arrival. Sponsorship does not end with the final signature/initial on the check-in sheet. Plan to assist the member during the first few weeks or months with other needs; e.g. - car registration, finding permanent housing. Put yourself in the other person's place; then you undoubtedly will be the sponsor you hope to have because you will:

a. Create a positive first impression of the command, your department and division.

b. Relieve the stress and difficulties associated with relocation.

c. Take personal satisfaction in having done a difficult task extremely well.

d. Have a new shipmate and new friends.

SPONSOR CHECKLIST

____ Write a Welcome Aboard letter to your new shipmate. Some points include:

- ____ 1. Introduce yourself and give a warm welcome aboard.
- ____ 2. Include a copy of the rental/for sale advertisements from the local paper, if any, with your correspondence to the new member. If the member is married, include copy of employment advertisements from the local paper.
- ____ 3. Provide the member information on how they may contact you (your home address and telephone as well as your work telephone (both DSN and commercial) number.
- ____ 4. Ask them about family members. If they will accompany, mode of transportation, ages, etc.
- ____ 5. Ask them to keep you posted on their travel and arrival plans. You are required to keep the Command Sponsor Program Coordinator informed of any changes the member may make.

____ Provide follow-up letters or phone calls to answer any questions the new member may have.

____ Ensure transportation is available from place of arrival to the command and temporary lodging if the member requests it.

____ Prior to the member's arrival, check on the housing availability. Inform the member if housing will be available upon reporting or if they need to make arrangements for temporary lodging. Help the member with it if necessary. (Make sure the new member checks in to the Housing Referral Office prior to renting or buying a house. This is a must.)

____ Escort the individual through the process of checking-in.

____ Help the member locate the Personal Property Office to check on household goods and/or private auto shipments.

____ Provide a tour of base, pointing out the Commissary, Exchange, Family Service Center, etc. and off-base areas if the member desires.

____ Remain as escort to the individual as long as necessary, at least until he/she knows their way around and feels comfortable.

____ If unaccompanied, escort to BOQ/BEQ for room assignment.

____ Explain emergency entrance to dispensary/hospital after normal working hours, if applicable.

____ Be sure to confirm flight arrival time by calling the airlines, if applicable.

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Rate/Name/USN
Duty
Station

Dear Chief/Petty _____,

Subj: WELCOME ABOARD LETTER

We have received an advanced copy of your orders. Welcome to Naval Training Center, Great Lakes, Illinois.

Great Lakes is one of the Navy's best kept secrets. It possesses all the necessary support activities normally associated with a large base (commissary, exchange, hospital, on-base housing, day care centers, many recreational activities) and is centered between two great American cities, Chicago and Milwaukee. In addition, approximately ten miles from the base is the world's largest discount shopping mall, Gurnee Mills, which is about the size of 38 football fields under one roof. Great Lakes is located in a stimulating four seasons climate area, where all the pleasantries and challenges associated with these seasons can be experienced. The winters are cold, and you can expect all the good and bad features of snow. So before you arrive, be prepared to dress for the season.

The Naval Training Center is challenged with training sailors for duty in the fleet. Additionally, our staff is tasked with practically every service oriented support function required to care for the thousands of active duty, reserve, and retired personnel and their dependents stationed in the Great Lakes area. This includes providing food, clothing, recreation, shopping, and security, as well as ministering to their spiritual needs. As you can see, necessities for nearly all aspects of Navy family life are provided by our staff here at Great Lakes.

I am sure there are many specific questions you have, and we are here to help in that area. Because of the many problems that may be encountered during some PCS moves, Rate/Name Sponsor has been assigned as your sponsor to help you and your family's transition into the Great Lakes Naval Complex. Sponsor can be reached by calling Defense Switched Network (DSN) 792-3394, or commercial (847) 688-3394. I encourage you to contact your sponsor immediately, either by telephone or correspondence, prior to being transferred, to inform him/her of your leave plans and address.

Enclosure (5)

Subj: WELCOME ABOARD LETTER

Your Sponsor will be able to provide you with answers to questions, information, and assistance prior to your arrival.

Upon arrival to Naval Training Center, Great Lakes you should first report to the Administrative Office in Building 1, Room 237. Building 1 has a clock tower which is visible from all points on base. If you report after working hours, report to the Building 1 CDO Office and have your original orders endorsed. Initial billeting is available at the BEQ, Navy Lodge, or local hotels. For Billeting in the BEQ, take one copy of your orders to Central Billeting to receive your room assignment. The following morning report to Building 1, Administrative Office, and begin the check-in process.

You are encouraged to contact the Navy Family Service Center as soon as possible after you arrive. They are an excellent source of information, assistance, and referral when you arrive and throughout your tour. The Family Service Center is located just inside the main gate in Building 42. Should you wish, you may contact them by telephone at (847) 688-3603 or DSN 792-3603. Do not hesitate to call if you need assistance. If you are bringing a family, direct liaison with the Housing Referral Office, prior to departure from your present duty station, is strongly recommended; their number is (847) 688-2181. The telephone number at the BEQ is DSN 792-3388.

Local motel accommodations are relatively expensive. The Navy Lodge can be contacted by calling commercial (847) 689-1485 or 1-800-NAVY-INN for reservations. It may be advisable not to bring any dependents until family housing is assigned or suitable off-base housing is located.

In closing, let me add, if you are arriving by plane, we have a Military Information Detachment located in the USO facility at Terminal 2, O'Hare International Airport, to assist you with obtaining transportation to Great Lakes. Have a safe trip, we are looking forward to your arrival.

If you have access to the internet, I recommend you visit our website at <http://www.ntcpao.com/> for a wealth of information on your new duty station!

Again Welcome Aboard and I look forward to personally welcoming you.

C. B. MARTIN
Chief of Staff, Operations

NAVAL TRAINING CENTER, GREAT LAKES (SIMPLEX)

SPONSOR PROGRAM QUESTIONNAIRE

Your help is requested in evaluating the effectiveness of our Navy Sponsor Program. We ask that you complete this questionnaire based on your experiences on your recent PCS transfer. Upon completion, request questionnaire be returned to the Command Sponsor Coordinator.

NAME: _____ RANK/RATE: _____
 DATE ARRIVED AT UNIT: _____ ASSIGNED TO _____
 (DEPT/DIV) _____

1. Are you:

Married (Accompanied) _____ Single (Accompanied) _____
 Married (Unaccompanied) _____ Single (Unaccompanied) _____

2. Were you assigned a sponsor before arriving? Y/N .
 NAME OF SPONSOR: _____

3. Did your sponsor assist you in the following:

YES NO N/A

_____	_____	_____	a. Meet you upon arrival?
_____	_____	_____	b. Arrange temporary transportation.
_____	_____	_____	c. Arrange for temporary housing.
_____	_____	_____	d. Did he/she have a positive attitude toward command.
_____	_____	_____	e. Write to you before arriving in the area?
_____	_____	_____	f. Were your questions answered timely and accurately?
_____	_____	_____	g. Show you around the command and local area?
_____	_____	_____	h. Assist you in other areas to get started?

4. What information did you receive from your sponsor and command prior to arriving?

_____ Sponsor Letter	_____ Welcome Aboard Letter
_____ Welcome Aboard Package	_____ Phone Call
_____ Nothing	

5. Overall, how would you rate the helpfulness of your sponsor?
 (1 VERY POOR to 5 EXCELLENT)
 1 2 3 4 5

6. Please feel free to make any remarks, criticisms or recommendations concerning the command's Sponsor Program. Thank-you.

Date

Dear Navy Spouse:

Greetings and welcome to Naval Training Center, Great Lakes! My Name is Richard A. Kuss. I would like to tell you a little about myself, my family and what I, as the NTC Simplex Command OMBUDSMAN, offer you and your family.

I am a retired Navy Engineman, with over 20 years of Active Naval Service. My wife, a Legalman, is currently assigned to the Naval Training Center's Staff Judge Advocate's Office. With our two children, ages 3 and 5, most aspects of Navy family life are very familiar to us.

If you need any information about the area, such as Housing, Schools, Day Care, job opportunities, or if you have any questions or concerns, please feel free to contact me. My home address and phone number are:

Richard A. Kuss
2457B Ohio Ave
Great Lakes, IL 60088
Phone: (847) 473-2830

Again, Welcome to Great Lakes, the Training Command for the Fleet.

Sincerely,

Richard A. Kuss

Enclosure (7)

